DEPARTMENT OF THE ARMY
HEADQUARTERS, FIFTH U.S. ARMY AND FORT SAM HOUSTON
Fort Sam Houston, Texas 78234-5000

FSH Regulation
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Information Management
INFORMATION MISSION AREA
INSTALLATION SUPPORT REGULATION

Issue of supplements to this regulation is prohibited unless specifically approved by Headquarters, Fifth U.S. Army and Fort Sam Houston.

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CHAPTER 1

INFORMATION MISSION AREA

1-1. GENERAL. The mission of the installation Directorate of Information Management (DOIM), Headquarters (HQ), Fifth U.S. Army and Fort Sam Houston (FSH), is to provide Information Mission Area (IMA) peacetime and mobilization services, except for those provided by the Fifth Continental U.S. Army or Major Army Commands, to units/activities located in the FSH installation base operations support (BASOPS) area, to include Camp Stanley and Camp Bullis, with the exception of those units supported by higher commands or other organizations. These services are also provided to other active and reserve component units/activities arriving at FSH to participate in exercises or training. The IMA services are provided under the provisions of AR 25-1 and AR 5-9.

1-2. PURPOSE. To prescribe policies, guidance, procedures, and responsibilities for requesting, tasking, coordinating, and controlling support requirements associated with the IMA.

1-3. APPLICABILITY. This regulation applies to all units/ activities requesting IMA support for the disciplines of:

a. Records Management.

b. Publications and Printing.

c. Communications.

d. Automation.

e. Visual Information (formerly audiovisual).

f. Library Services.

g. Postal and Distribution.

1-4. GOALS. HQDA IMA goals:

a. Develop and promulgate integrated information policy.

b. Develop an integrated Army Information Architecture AIA).

c. Develop an Army Information Management Program.

d. Establish configuration control programs for implementing the information architecture.

e. Develop a single integrated Life Cycle Management Model information, incorporating all IMA disciplines.

f. Develop and implement a manpower/personnel training strategy in the IMA that integrates the subdisciplines of the IMA and accommodates the changes in information systems technology, information material development, and acquisition roles and responsibilities.

g. Clearly define information material development and acquisition roles and responsibilities.

h. Develop an integrated information program and budget.

i. Establish formal participation processes (e.g., councils) that permit involvement of everyone with an interest in the prioritization and resource execution processes for the IMA.

1-5. OBJECTIVE. The IMA was created to establish a management structure and concept of operation that provide Army decision-makers at all levels with the information needed to execute the mission and functions of the U.S. Army. A major objective is to ensure the integration of information management and information initiatives of the strategic, theater/tactical, and sustaining base environments under the single-manager concept (see figure 1-1).

U.S. ARMY INFORMATION MISSION AREA.

a. The IMA consists of the resources and activities employed in the acquisition, development, transmission, use, integration, retention, retrieval, and management of information. Information resources include information, doctrine, data, engineering, applications, telecommunications, processing equipment, and related personnel. It also includes services, facilities, security, and organizations. Processors embedded in weapon systems, machine tools, medical instrumentation, servomechanisms, or test and evaluation systems which do not interface or communicate outside these special purpose devices are excluded from the provisions of the AR 25-series. Embedded Initial Maintenance Automated Equipment (IMAE) is an integral part of an equipment item. It is either built-in or attached, and its absence will make the equipment inoperable for its intended function. The IMA also does not include Air Traffic Control (ATC) resources; however, ATC information requirements are approved through the same type of processes as contained in the AR 25-series. Visual information products, services, and activities are defined in DOD Directive 5040.2.

b. For management purposes, the IMA is divided into three major environments: strategic, theater/tactical, and sustaining base. Each of these three environments includes the following IMA major disciplines: automation, communications, records management, publications and printing, and visual information activities, as well as supporting services and facilities. Office automation is an inherent part of automation and will not be treated separately.

1-7. METHODOLOGY. The Army Information Management Program is the methodology through which all plans and systems within the IMA are acquired, managed, and executed. Information requirements of the Army will be included in the Army Information Management Program. HQDA will consolidate, integrate, and prioritize the plans supporting the three environments of the IMA into the Information Management Master Plan (IMMP). The Army Information Management Program is the HQDA management tool for identifying existing information resources, validating and satisfying known information requirements, and providing a systematic approach for acquiring future resources. The basis for all information requirements will be the information architecture. The program applies to both manual and automated systems and integrates and systematizes the information functions (applications, communications, data, equipment and presentation) within the IMA to support decision makers at all levels with the best information decision support system possible.

1-8. POLICIES AND ACQUISITION STRATEGY. The following HQDA policies and strategies are stated for the purpose of governing and providing guiding principles for the development and acquisition of the information system architecture:

a. Policies and Design Principles:

(1) Share information. Information is a shared resource and should not be owned by any one organization within the restrictions of security, sensitivity, need-to-know, privacy, and proprietary rights.

(2) Avoid duplication of data. Only information that is legitimate, cost effective, and appropriate to the function and level will be included in the organization's objective configuration.

(3) Design to go to war. Many Army information systems must maintain the capability to deliver critical information in a wide range of contingencies and operating environments. Some are required to be used in garrison and on the battlefield. They should be designed to be as survivable as the organizations they support under the worst conditions expected.

(4) Make interoperable. With very few exceptions, all information systems are to be interoperable with the other systems in the IMA. Interoperability is fundamental to the concepts of information sharing and the corporate data base and to avoiding the problems caused by "stovepipe" systems. Information systems will be designed to employ the standards developed by U.S. Army Materiel Command (USAMC) and U.S. Army Information Systems and Engineering Command, mandated by sources outside of the Army (e.g., DOD and National Bureau of Standards), and promulgated by HQDA/DISC4.

(5) Make flexible. New information systems must not be so rigidly designed and tailored to a specific requirement that users are denied the capability to adapt the system to new and changing needs as they arise. Flexibility can be enhanced through modularity and appropriate level of standardization.

(6) Plan for redundancy. Information systems must avoid "choke points" and not be susceptible to single points of failure. The systems should incorporate planned redundancy and alternate routing, as necessary, to maintain continuity of operations during all environments and threats that they are required to withstand.

(7) Establish priority requirements. Ideally, Army forces should operate the same information systems in peacetime that they would take into combat. In this way, the troops will be intimately familiar with the operating characteristics of the system prior to the difficulties encountered while working under the stress of combat. Procedures must be built into the system that will allow the operator to indicate whether the current environment is such that only priority requirements are to be processed. Under those conditions, the information system must execute only those critical modules that are necessary to sustain operations and bypass those that are not essential.

(8) Design for integration. In the past, many information systems were designed to fulfill limited functional requirements, without regard to broader usage. Later, when interaction with another information system became desirable, additional resources had to be expended constructing "black boxes" to serve as interfaces, or expensive redesigns had to be undertaken. With this Army Information Architecture (AIA), designers of information systems know in advance that their new products must interoperate, in most cases, with the rest of the Army. Developers must not only design the system to meet functional needs, but also generate a product that fits existing systems.

(9) Use source data collection. Modern techniques for source data collection provide significant economy and efficiency improvements in work areas. Use of data recorders, bar-code readers, machine readable cards, optical character readers, and other capabilities should be considered in the design of all new information systems.

(10) Convert to digital voice devices. As more information processing and information transfer systems convert to digital technology, the need for standardized digital voice devices becomes evident. Standard voice digitizers, with reliable digital signaling, need to be designed and incorporated as near to the user as possible--in a handset, telephone, or radio device. This will permit more efficient and effective translation and manipulation of the voice signal for security, voice store-and-forward techniques, and anti-jam processes.

(11) Plan for growth and change. Information systems must be able to grow and keep modern in the face of changing user requirements and rapid changes in technology. Systems should be designed to use modular concepts to the greatest extent possible. Designing systems as groups of relatively small modules permits developers to accommodate design changes more easily.

(12) Use multi-function workstations. With products available off-the-shelf from American industry, terminals and telephones can be replaced by multi-function workstations. However, replacement will be expensive and will require a significant amount of time. The goal is only "one workstation per desk" or, in the broader sense, to avoid a soldier having to use more than one input device to acquire an information service, whether in a tactical or administrative environment.

(13) Develop organizational standards. Where not already prescribed by a higher level organization, standard systems should be developed for organizations. For example, most office administrative requirements are common, regardless of command or location. These systems can be purchased off-the-shelf, save time and resources, and meet the requirements of the vast majority of users in the organization. Additionally, training and other support costs will be greatly reduced. What is perceived as a unique requirement by one sub-element is actually common throughout the entire organization; therefore, a standard solution, if appropriate, can be selected.

(14) Secure the system. It is Army policy that all record communications be protected, to include the information/ data that is communicated by computers. It is imperative that

all proponents take action early to determine security requirements and the need for Communications Security (COMSEC) equipment and any special security provisions above collateral classification levels.

b. Acquisition Strategy. The acquisition strategy is defined as the development of goals, objectives, and procedures which are in consonance with federal acquisition policies and established Army procedures, to maximize the efficiency and facilitate the award and execution of contracts which support the AIA on terms most advantageous to the Army.

c. The Sustaining Base Environment shall:

(1) Improve office automation through the use of user terminals, installation level processors, and local area networks (LAN).

(2) Integrate the Army Standard Information Management System (ASIMS), Vertical Force Development Management Information System (VFDMIS), and Army Worldwide Military Command and Control System Information System (AWIS) into a single system.

Develop an Army Corporate Data Base (CDB).

Improve general purpose communications

d. The Theater/Tactical Environment shall:

(1) Provide improved tactical communications with necessary robustness, flexibility, anti-jam, and theater interface capability.

Provide sufficient data distribution capability.

(3) Field control systems within the context of the Command Control and Subordinate System (CCS2) architecture to maximize compatibility through the use of common functional capabilities and common data elements/message formats and to minimize the need for unique system-to-system interfaces.

(4) Develop SIGMA (sum of all concepts combined) as a theater/tactical system to support the critical information requirements of commanders.

(5) Develop and field wartime transportable combat systems at echelons above corps that are interoperable with tactical, sustaining base, and strategic networks.

e. The Strategic Environment shall:

(1) Provide strategic communications with adequate connectivity, capacity, and survivability.

(2) Ensure that Army information systems have sufficient access to strategic communications systems in terms of trunking (channel capacity), switching, and terminal interfaces.

(3) Provide a natural (secure/automatic/compatible) interface between Army and strategic information and national intelligence networks in order to facilitate the rapid interchange of message/data traffic.

1-9. U.S. ARMY INFORMATION ARCHITECTURE AIA).

a. General. The primary purpose of the AIA is to define a disciplined, comprehensive, and integrated structure for providing the Army with information support that is technologically and functionally up-to-date, yet affordable. The AIA pertains to all information systems, regardless of proponent, component, or environment (Sustaining Base, Theater/Tactical, or Strategic). The AIA includes all of the disciplines of the IMA.

b. The AIA has four basic components:

(1) That which is currently operational (The Baseline Configuration).

(2) That which is ultimately desired and required (The Objective Configuration).

(3) That capability currently under development (The Current Target Configuration).

(4) The time-phased transition from the Baseline to the Objective Configuration. Within these four components of the AIA, it is recognized that the Current Target Configuration, which constitutes mostly near-term improvements, may or may not agree with the new Objective Configuration. The IMMP will consider this in its evolution over the next few years to promote the most cost effective transition toward an objective architecture that will ultimately and efficiently meet the information needs of the Army at all echelons. The following paragraphs summarize the AIA. A detailed description may be found in DA Pam 25-1.

c. Support Structure

(1) The Three Tiers. The objective architecture applies to all environments of the IMA: Sustaining Base, Theater/

Tactical, and Strategic. Its structure is based on a three-tier approach (figure 1-2): Regional, Installation, and User.

(a) The first tier consists of regional service centers using large computers and other information tools to support the needs of the general population of Army users. Standard Army software applications and their supporting data generally will reside at this level. Regional Service Centers will perform processing that the relatively limited installation-level systems cannot accomplish.

(b) The installation or organization constitutes the second tier. Organizations and offices will be provided information systems sized and configured to support their needs. Some standard Army software applications, most organization-unique applications, much off-the-shelf software, and much of the data to support them will reside at the installation level.

(c) The user resides at tier three. The human/machine interface occurs at this level. Users will be provided multi-function workstations capable of independent processing, communications, storage, and office automation functions which can be made to emulate a variety of devices and serve as general purpose, high technology tools.

(d) Although the three tier support structure can be applied across all IMA subdisciplines, it is addressed primarily to the automation and telecommunications subdisciplines in the next few paragraphs. Discussions concerning Visual Information, Printing and Publications, and Records Management follow later.

(e) For telecommunications and automation, the major structural elements within the three tiered support structure are communications networks, automatic data processing equipment (ADPE), and the information structure. These elements are addressed in the following paragraphs.

(2) Communications Network Structure. The Defense Communications System (DCS), which includes the Defense Data Network (DDN) and the Defense Commercial Telecommunications Network (DCTN), is the primary communications link for the AIA. Networking technologies, such as local area networks (LAN) and the DCS, offers the AIA a worldwide communications network over which all Army information systems may interoperate. Communications concepts to be employed within the AIA are described below and are illustrated generically in figure 1-3.

Common-user Communications.

(a) Common-user communications are essential for controlling costs through economies of scale and for the necessary robustness and flexibility. The use of other means should be permitted only when available common-user communications means are shown to be technically inadequate.

(b) On installations, common-user communications shall be provided by a local area network (LAN). The technical make-up of each LAN shall be determined by U.S. Army Information Systems Command (USAISC) on a case-by-case basis and shall have gateways to the DCS, tenant organizations (including tactical units), and commercial communications networks.

(4) Open System Protocols. Open systems' protocol standards provide for communications between dissimilar computers in the same way that English and Arabic numerals are used as standards for commerce between people of different nationalities. The International Standards Organization (ISO) has developed a model of the functions that are required for communications between computers in a common-user environment and has defined a standard procedure or protocol to be followed in each of the seven functional layers of that model. The ISO standards have been adopted by the international data community, but only the protocols in the first three layers have been widely implemented. DOD is an active participant in the ISO effort, and defined a full set of protocols similar to those in the ISO standard over ten years ago. The DOD protocol set is being implemented by all major U.S. computer vendors, and those DOD standards are to be used where the ISO standard is not yet commercially available. The ISO and DOD protocols are functionally equivalent, and it is expected that vendors will be able to swap their product line ISO implementations for the DOD standards at little or no cost to the user, as the former becomes available. The layers of the ISO model and the respective protocol standards are shown in table 1-1.

(5) Automatic Data Processing Equipment (ADPE) Structure.

(a) From the explanation of the tiered approach, it is possible to define the major components of the ADPE structure. The incorporated ADPE revolves around the utilization of stand-alone microcomputers, multiuser microcomputers, minicomputers, mainframes, and terminals. The proliferation of different vendors' equipment within each component area has led to serious interoperability problems. The immediate need to the Army is to reduce the number and variety of vendor products it must support.

(b) The present HQDA standard minicomputer and microcomputer buys have sizeable optional quantities as part of their acquisition strategies; and, standard battlefield computers, such as Tactical Army for Combat Service Support Computer System (TACCS) and Unit Level Computer (ULC), are being developed. This equipment shall become the Army standard for its sizes. Those equipments shall be used to satisfy specific needs unless there is a demonstrable inadequacy in required performance or an economic argument to support another device. In such cases, a waiver must be requested from HQDA.

(c) Mainframe equipment to be utilized in the first tier shall be supported by the current ASIMS contract.

(d) Workstations ultimately shall have microcomputers which can be programmed to the characteristics required. In the near term, both asynchronous and synchronous terminals must be accommodated on the local area network, with full network services available. Synchronous terminals shall be given such service as may be feasible. Terminal protocol conversion shall be provided long enough to capitalize the investment in existing terminals. The goal is to avoid making the user have to use more than one terminal device to acquire an information service, regardless of whether the user is in a tactical or an administrative environment. Replacement of terminals shall occur as new information systems are fielded or current ones are upgraded. Future information systems shall be fielded with a terminal emulation software package, if nonstandard terminal connectivity is required. Additionally, future systems shall be designed to use host-to-host communications facilities instead of terminal-to-host.

Information Structure.

(a) There is a need to address comprehensive information needs on an Army-wide basis, principally in a data encryption/communication secure environment. Army decision-makers require organization-wide information upon which to conduct their business. Accordingly, data shall be addressed as a shared resource, to be integrated both horizontally and vertically across organizational and functional boundaries to support Army policy formulation and operations management.

(b) The CDB shall be developed in an evolutionary manner. The evolution shall begin by separating the data from the application programs which access and maintain them through the use of data base management system (DBMS) technology. Access to corporate data shall be based on the need-to-know and not on organizational or functional alignment. In the future, management of data bases shall be centralized, while data

location shall be physically distributed, as needed. The CDB shall be geographically distributed and logically integrated. This distribution recognizes that practical consideration dictates geographical distribution and redundant storage of data; however, duplicate copies of data shall be maintained only when dictated by analysis of access requirements, communications capabilities and costs, local storage capabilities, or wartime security needs. Ultimately, the CDB shall be fully integrated and data elements shall have the same meaning and values to all users.

(c) The Information Systems Planning (ISP) methodology leads to development of an Army CDB through the formation of subject data bases. Additionally, formation of a CDB from the Major Army Command (MACOM) perspective is encouraged; however, it must be recognized that many of the data elements of a MACOM's CDB eventually shall be incorporated in the Army's CDB.

(d) The concept of corporate data may cause concern for the protection of certain data which, while not classified, is very sensitive because it deals with acquisition matters, political subjects, or personal information protected by the Privacy Act. As a matter of policy, the AIA shall provide for information security, privacy, and protection throughout all three tiers of its structure.

(e) A general view of the AIA, with emphasis on telecommunications and automation, is depicted in figures 1-4 and 1-5. Figure 1-4 illustrates a general perspective of the AIA from a global viewpoint. Figure 1-5 focuses in on the various structural elements of telecommunications and automation previously discussed. Although figure 1-5 appears to support only the Sustaining Base (fixed base concept), the tactical environment also is portrayed for information purposes.

7) Standards for Army Information System Equipment.

(a) The below listed standards for Army information system equipment will be applied to Army procurements of information system equipment on the basis of functional need and consideration of competition:

Operating Systems

Tier I (Regional Processing) - Multiple Virtual System (MVS)

Tier II (Installation/Organization Processing) Singly or in combination: Virtual Machine (VM) with CMS, MVS, DOS/VSE: or UNIX 5 compatible.

Tier III (Individual User Processing) - UNIX 5 compatible or MS-DOS.

(b) DBMS: All DBMS's used at Tier I or II will include a Structured Query Language (SQL) interface.

(c) Hardware: General purpose personal computers shall be IBM-PC compatible.

(d) Communications: System Network Architecture (SNA) or an SNA gateway with a minimum of Remote Job Entry (RJE), 327X, document interchange and content architecture (DIA/DCA) capabilities, and an option for delivery of DOD protocols upon Government request.

(e) Artificial Intelligence: Workstations procured for artificial intelligence applications will be capable of supporting "Common Lisp" (Army Standard Language).

(8) The purpose of these standards is to ensure a maximum potential for interoperability and exchange/sharing of data and resources in Army information systems.

1-10. U.S. ARMY VISUAL INFORMATION (VI) STRUCTURE.

a. The objective configuration includes development of more efficient and responsive VI production, distribution, and presentation systems; a modern combat documentation capability; standards to permit maximum product and equipment compatibility and interoperability; digital electronic conferencing networks; and interactive information systems for visual and aural media delivery.

b. The VI production and distribution system is based on assignment of regional (first tier) Joint Visual Information Service (JVIS) missions and functions to USAISC. These include a central media distribution activity and inventory control point and a central production and equipment procurement and engineering activity. To improve efficiency and responsiveness for Army-wide support for these functions, fixed and mobile facilities shall be added to Regional Service Centers (RSCs) to provide these JVIS capabilities.

c. To provide combat, combat support, and combat service support VI services capability at the second tier, small, highly mobile and air transportable VI documentation, processing, and maintenance teams are to be organized. These teams shall have compact, lightweight video, photographic and audio equipment systems and shall support contingency, training, national disaster, and public affairs operational requirements.

Information recorded by these teams, after immediate use by field commands, shall be rapidly transmitted to the central holding library for use by the Office of the Secretary of Defense (OSD), Office of the Joint Chiefs of Staff (OJCS), Army Staff (ARSTAF), and combat, doctrinal, training and material planners and developers.

d. The value of electronic conferencing for command and control, management, and instruction is recognized; and, networks now being developed shall be expanded to integrate telephone, graphics, and motion video in both local and regional configurations. These capabilities shall permit the interaction of individuals, small groups and large audiences, as needed.

1-11. U.S. ARMY PRINTING AND PUBLICATIONS STRUCTURE.

a. The Army has no truly unique publishing requirements and can take advantage of what has already been developed in the private sector, essentially buying tools and techniques "off-the-shelf." The objective of HQDA is to restructure its publishing system to effectively exploit industrial technology under the Army Integrated Publishing and Printing Service (AIPPS).

b. The new service is expected to consist of a central publishing base at RSCs, linking Army users electronically and supporting the collective management, creation, preparation, coordination, production, and distribution of published information. Users shall have the capability of sharing information both under development and in final form, reducing duplication of efforts and resources. AIPPS shall be an integral part of the Army's corporate data base.

c. The AIPPS shall allow the Army to gradually create an electronic library containing the total published materials of the Army. The publishing base shall be accessible by all commands and schools and provide immense benefits. For example, access to the electronic library, coupled with the capability for demand printing at the user location, shall enable an instructor to extract the one page or chapter needed for a particular class and have it immediately available, rather than having to stock and hand out entire books, as is often done now.

d. Long term cost savings shall be significant. It is already less expensive to store information on a magnetic disk than on paper, and emerging storage technology shall lower the cost even further. Further savings may be realized as the need for paper to transmit information declines because of the potential to transmit information electronically at a rate equivalent to transmitting the contents of a lengthy document

every second. Ultimately, it may prove cost effective to eliminate paper at some Army locations, particularly fixed sites, and use terminals to present information on topics such as equipment operation and maintenance.

e. This is a total system concept that not only concentrates on automated tools and communications devices, but also on organizing, through collective management, the flow, scheduling, development, presentation and delivery of information for various contingencies, such as mobilization.

f. The goals of this effort are:

(1) To deliver published information to customers at the most useful time in the most useful form.

(2) To promote stability by managing patterns of change and by planning for future operation.

(3) To buy progressive, up-to-date services from industry, rather than buying, renting, or leasing equipment and software (responsibility for system upgrades lies with the vendor, not the Army).

(4) To use commercially proven models to meet the Army's publishing needs.

(5) To combine industrial technology and the AIA in a single system capable of supporting mobilization.

(6) To manage the Army's publishing needs and publishing standards so that the best services are obtained at the most economical price.

(7) To include the Army publishing base as part of the corporate data base.

1-12. U.S. ARMY RECORDS MANAGEMENT STRUCTURE.

a. Records management is unique in comparison with the other IMA subdisciplines. It inherently possesses both statutory and operational responsibilities, while underpinning the basic structures of the other IMA subdisciplines. While continuing to meet all statutory requirements, future strategy for records management shall place increased emphasis on operational responsiveness.

b. The Modern Army Recordkeeping System (MARKS) is the transition vehicle from the Army's current paper-based records keeping system to an expanding digital and electronic storage

system. The MARKS shall contain a common classification, indexing, and retrieval philosophy which shall perform Army-wide in either manual or automated modes.

c. Initial implementation of MARKS in both the sustaining base and theater/tactical environments included computer assisted classification, indexing, and retrieval features controlled by standard software. The software also provides cross references between MARKS and The Army Functional File System (TAFFS), which has been phased out. Initially, the software shall operate at the records management information series level and within two years after implementation shall be expanded to reach the discrete or unique document level.

d. The strategy for the theater/tactical version of MARKS recognizes the high probability of destruction or loss of records in the combat environment. Accordingly, this version of MARKS primarily shall be concerned with operational response. Units in the sustaining base or rear units not in the combat environment shall assume the statutory responsibilities for forward deployed units.

1-13. DIRECTOR OF INFORMATION MANAGEMENT (DOIM).

a. The DOIM serves as the staff officer to the Garrison commander on all matters related to the IMA and assumes responsibility under the provisions of AR 25-1.

b. Commanders/directors in the FSH community are to assure compliance with this regulation to permit the efficient and effective integrated management of information resources, activities and services.

CHAPTER 2

ADMINISTRATION

FSH PUBLICATIONS REFERENCE LIBRARY.

a. The DOIM has the responsibility of keeping the publications reference library updated for use by the HQ, Fifth U.S. Army and FSH staff.

b. Publications kept on file are unclassified Army regulations, pamphlets and circulars; Forces Command (FORSCOM), United States Army Training and Doctrine Command (TRADOC), United States Army Information Systems Command (USAISC), and Fifth U.S. Army and Fort Sam Houston supplements, regulations, pamphlets and circulars and DOD directives that are applicable to FSH; DA General Orders; JTR Volumes 1 and 2; miscellaneous DA publications; all FSH supplements, regulations, pamphlets, memorandums, and circulars.

c. Publications are loaned on a 2-day suspense to units/activities outside of DOIM.

FSH PUBLICATIONS CONTROL.

a. All numbered FSH administrative publications are controlled by DOIM.

b. FSH administrative publications that are numbered are submitted for administrative review by DOIM prior to staffing for command approval. Upon command approval the publication is forwarded to DOIM for printing.

c. DOIM keeps a current listing of FSH administrative publications, ensuring that an adequate supply of copies is kept in stock at the FSH Publications Stockroom. An index of administrative publications is published annually (FSH Pam 310-1).

2-3. FSH BULLETIN. The DOIM is responsible for the contents, printing and distribution of the FSH Bulletin IAW FSH Pam 25-1.

CHAPTER 3
RECORDS MANAGEMENT

3-1. RECORDS MANAGEMENT SURVEYS.

a. The DOIM is responsible for conducting a records management survey for all Garrison staff offices at least once every two years.

b. During the survey, administrative assistance is available in the areas of records management, correspondence management, and office copier control. The DOIM assists with forms implementation, deletion, and utilization for efficient forms management.

c. The DOIM prepares and submits reports to the director/office chief concerned, outlining discrepancies; corrective actions to be taken; specific references; and, if appropriate, the requirement to report the corrective action taken.

d. The directors/office chiefs are responsible for appointing records management coordinators to coordinate with the DOIM Records Manager on the proper control and upkeep of files, including records retirement, for the area of responsibility. Names and contact numbers will be submitted to the DOIM Records Manager, AFZG-IM-OR.

RECORDS MANAGEMENT TRAINING

a. The DOIM Records Manager conducts periodic records management training classes on files management, military correspondence, effective writing, Privacy/Freedom of Information Act for administrative personnel of HQ Fifth U.S. Army and FSH and tenant satellite activities, if required.

b. Formal classes are arranged through the Civilian Personnel Office and informal classes are arranged upon an activity's request. Each attendee is required to prepare a DD Form 1556, Request, Authorization, Agreement, Certification of Training and Reimbursement.

RECORDS HOLDING AREA.

a. The DOIM Records Holding Area provides administrative assistance for records retirement and destruction for HQ, Fifth U.S. Army and FSH, and tenant units, which include Academy of Health Sciences, Health Services Command, Brooke Army Medical Center and Midwest Commissary Region.

b. The Records Holding Area (RHA) is located in bldg 4190 and is open from 1300-1530, Mon-Fri, during the transfer period. (Jan-Apr for calendar year files and Oct-Jan for fiscal year files.) To remove records contact: DOIM, Administration Branch, extension 3712.

c. The transferring activity is responsible for submitting SF 135, Records Transmittal and Receipt, in triplicate, signed by division/branch records management coordinator, to DOIM records manager for review and approval prior to transporting records to holding area. SF 135 should be submitted to DOIM, Admin Branch, for fiscal year files on or before 15 January, and 15 April for calendar year files. If SF 135 is approved, appointment is made to establish date and time to accept records.

d. The activity transporting records is responsible for providing labor to place boxes on the warehouse shelves.

FREEDOM OF INFORMATION AND PRIVACY ACTS

a. The DOIM has an overall responsibility for implementing the Freedom of Information and Privacy Act programs for USAG, FSH and serving as a control officer.

b. Immediately upon receipt of a Freedom of Information and Privacy Acts request, the requesting activity will hand-carry the request to the Records Management Branch, DOIM, bldg 4190, by the close of business on the date of receipt. Responses must be dispatched to the requester within ten working days after receipt and the designated action officer is responsible for providing the data requested and computing the cost on DA Form 2086, Record of Freedom of Information Processing Cost, IAW AR 25-30, chapter 11.

OFFICE COPIER MANAGEMENT

a. The DOIM is the approval authority for acquisition/rental and replacement of new or existing copiers in groups 1 through 3 for Garrison elements.

b. The activity is responsible for submitting the requests for all groups (Groups 1 through 3) with a justification and estimated monthly volume, IAW AR 340-20 and FSH Memo 340-1.

c. The DOIM also makes periodic cost analysis and equipment usage surveys of existing equipment, leased or government owned, and makes recommendations to the using activity for updating, transfer, or disposition of the equipment.

d. The relocation of equipment to another activity or any other disposition of government-owned equipment will be approved in advance by the DOIM.

e. Authority is retained by the Directorate of Plans, Training, Mobilization and Security (DPTMSEC) to designate those office copiers which may be used to reproduce classified material. Any changes affecting copiers so designated must be approved by DPTMSEC prior to the change.

f. The DOIM is responsible for establishing, renewing and controlling all maintenance contracts for government-owned copiers (newly installed or converted from lease-to-buy option), and modifying the contract as the price or status of the equipment is changed.

3-6 FILES EQUIPMENT.

a. The DOIM reviews and approves all requests for files equipment, standard and nonstandard, for Garrison elements, ensuring effective and efficient use of office files equipment.

b. Requests for acquisition of files equipment are submitted in accordance with paragraph 11-11 of this regulation.

c. Electrically powered and automated filing systems are controlled by HQDA. Requests for either new or used equipment of this type will be submitted through DOIM to FORSCOM, ATTN: AFIM-ASR, for approval. Surplus/excess equipment will not be disposed of without prior approval of HQDA.

d. Upon receipt of a request from an activity, DOIM conducts an on-site survey for user's needs and utilization of existing equipment prior to approval.

CHAPTER 4

POSTAL/DISTRIBUTION

MAIL AND DISTRIBUTION PROCESSING.

a. The FSH DOIM Mail and Distribution Center is responsible for mail and distribution services, to include message pick-up for those units and directorates assigned to HQ, Fifth U.S. Army and FSH. Courier service is provided to those directorates which do not have organic transportation available.

b. Mail and distribution in the work environment will be official in nature. Personal mail will be directed to new addressee for a maximum of 45 days, after which mail will be returned to the sender.

MAIL CONTROL PROGRAM.

a. The FSH Installation Postal Officer (IPO) is responsible for administering the Army Mail Control Program IAW DOD Manual 4256.6M, Volume II, and AR 340-3.

b. The FSH IPO provides liaison between the United States Postal Service and commands located on FSH.

c. On a quarterly basis, unit mailrooms located on FSH will be inspected by the Postal Branch NCOIC. Follow-up inspections will be conducted by the IPO.

d. Upon activation of the Fort Sam Houston Emergency Operation Center (FSH EOC) for either an exercise or actual emergency, the DOIM will provide 24-hour courier service until the EOC is deactivated.

4-3. ACCOUNTABLE MAIL. The Mail and Distribution Center is responsible for providing accountable mail services to HQ Fifth U.S. Army and FSH and some tenant units IAW AR 340-3.

4-4. MAIL METERING. The Mail and Distribution Center is responsible for providing official mail metering services to USAG, FSH and some tenant units IAW AR 340-3, FSH Standard Operating Procedure Number 1 and approved support agreements.

4-5. POSTAL LOCATOR SERVICE. The DOIM provides locator service for military personnel assigned/attached to FSH activities. Worldwide locator service is provided by the World-Wide Locator Service, Fort Benjamin Harrison, IN. The civilian personnel office provides locator service for civilian personnel employed by FSH activities.

CHAPTER 5

PRINTING, PUBLICATIONS, AND FORMS MANAGEMENT

PRINTING SERVICE.

a. The DOIM Printing Reproduction Control Officer (PRCO) directs the printing program for the installation in methods used, policy, source and economy, and serves as the final approval authority for printing requests.

b. The PRCO prepares specifications for printing requirements that must be contracted through the Government Printing Office (GPO). The PRCO serves as liaison between the FSH organizations, the GPO, and commercial printers contracted to perform services.

c. The PRCO provides technical assistance and guidance for printing related requirements.

LOCAL DUPLICATING SERVICE

a. The FSH Printing/Reproduction facility provides local duplicating services for all publications; i.e., prints, collates, staples, cuts and drills forms, letters, publications and training material.

b. Customers must provide camera ready copy for all local duplicating services. The material will be produced from direct image electrostatic masters.

c. Requests for local duplicating service are limited to 5,000 copies of any one page, or a total of 25,000 copies aggregate.

d. Walk-up service is offered for requests for less than 25 copies. This service is intended to provide a more cost effective alternative to offices that have copying requirements that are inappropriate or cannot be accomplished on their office copier. Examples: 10 copies of a 350-page document or 20 copies of a 50-page document that require stapling and three-hole punch.

e. Fort Sam Houston Regulation 25-30 provides specific guidance for requesting printing and duplicating services.

5-3. PRINTING EQUIPMENT CONTROL. The DOIM PRCO processes and reviews requests for acquisition and disposal of all printing, binding and related equipment for all activities on Fort Sam Houston, which are then forwarded through the appropriate MACOM to DA for approval. This includes many items of graphics

production equipment and for copiers with speeds in excess of 70 copies per minute.

5-4. DISTRIBUTION AND RESUPPLY OF PUBLICATIONS. THE DOIM Publications Stockroom has the following responsibilities:

a. Provides initial distribution and resupply of DA publications to all supported activities, including Reserve Officers' Training Corps (ROTC), not authorized pinpoint distribution.

b. Provides distribution and resupply of FORSCOM, TRADOC, Fifth U.S. Army and FSH publications to all supported activities.

c. Maintains up-to-date DA Form 12 series (Requisition for Initial Distribution of Publications and Blank Forms) for HQ Fifth U.S. Army and FSH and all supported activities not authorized pinpoint distribution.

d. Maintains up-to-date FORSCOM Form 12-R (FORSCOM Publications Requirements) for HQ Fifth U.S. Army and FSH, United State Army Reserve (USAR) and some tenants.

e. Monitors and reviews all pinpoint accounts for all supported units and activities.

5-5. STOCKAGE AND ISSUE OF BLANK FORMS. The DOIM Publications Stockroom has the following responsibilities:

a. Stocks and processes all blank forms requirements for HQ Fifth U.S. Army, USAG FSH, USAR, and all supported activities, including ROTC.

b. Processes and fills DA Form 17, Requisition for Publications and Blank Forms, and DA Form 17-1, Continuation Sheet, for all types of forms (FSH Suppl 1 to AR 310-2).

c. Replenishes the stock of blank forms from the following sources: U.S. Army Publications Center, Baltimore, MD; FORSCOM Publications Stockroom; and local reproduction.

5-6. FORMS MANAGEMENT. The DOIM is responsible for:

a. Implementation, control, and utilization of the forms management program for USAG, FSH activities and some tenant units.

b. Forms, form letters, guide letters, posters, labels, tags, overprints, and charts originated by HQ Fifth U.S. Army and FSH activities.

c. Forms originating by HQ Fifth U.S. Army and FSH activities are classified as either command or local forms.

d. Coordination and processing of requests for new or revised forms and reprints of existing forms.

5-7. APPROVAL OF FORMS. For new forms or revisions to existing forms, the requiring activity will submit DA Form 1167, Request for Approval of Forms, (in duplicate) and DD Form 844, Requisition for Local Duplicating Services, (in triplicate) to the DOIM Forms Management Officer for approval and printing. The master (camera ready) copy will be attached to the requests for proposed or revised form. Upon completion of the final design, a permanent form number will be assigned by the DOIM Forms Management Officer.